



fibre Complaints Form

Company Name	MR CARPET LONDON LTD
Contact Name	JOHN MCCARTHUR
Contact Number	020-7381-1989
Fibre Account number	F3132
Fibre Order Number	32759
Product description	DEVONIAN GREENWAY
Width and cut length	4 METRE - 3-20M
Date of Retailer Visit Name of Site Visitor from Retailer Retailer must visit site before Agent	CARPET @ WAREHOUSE
Description of the complaint	DAMAGE BY COURIER
How much of the cut is affected?	VARIOUS HOLES
Has the piece been cut?	NO
Date of fitting	FRIDAY 07/06/24
If fitted, how? Double stuck or stretch? Underlay type?	N/A
Clear images must be provided	Email to reception@fibreflooring.com , F.A.O Tom
When did fault start to appear?	MONDAY 03/06 UPON DELIVERY
Customer name	N/A (NOT FITTED)
Customer address & contact no.	N/A "
What solution is the customer hoping for?	N/A "
For office use;	
Invoice number	
Courier Used	
Roll number	
Date of delivery	
FIB reference and folder assigned?	
Inform Agent. Inform JD.	
Action taken	
Which Factory?	
Factory code?	
Claim from Factory?	
Credit received?	